# MISSOURI UNIFORM CRIME REPORTING PROGRAM



# USE OF FORCE DATA COLLECTION GUIDELINES

Version 1.1 03/01/2022

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#### **Background**

The 2021 session of the General Assembly passed Revised Statute of Missouri 590.1265, Police Use of Force Transparency Act of 2021, which specifies the reporting requirement for all Peace Officers' Use of Force (UoF) Incidents. This statute began the process of collecting data related to fatalities and serious bodily injuries as a result of interaction with law enforcement. The law requires all law enforcement agencies in the State of Missouri to report Use of Force Data beginning March 1, 2022 to the Missouri Department of Public Safety.

The Department of Public Safety has tasked the Missouri Uniform Crime Reporting Program administered by the Missouri State Highway Patrol with the collection of this data. The Missouri State Highway Patrol's Criminal Justice Information Systems (CJIS) Division's Technical Systems Training and Auditing Section are responsible for the day to day administration of this data.

As of January 1, 2019, the FBI has established the National Use-Of-Force Data Collection.

The law enforcement community, in partnership with the FBI, is working to improve the way the nation collects, analyzes, and uses crime statistics about law enforcement's use of force.

The Missouri and National Use-of-Force Data Collection will include incident information, subject information, and officer information. These events include:

- When a fatality to a person occurs connected to use of force by a law enforcement officer
- When there is serious bodily injury to a person connected to use of force by a law enforcement officer
- In the absence of either death or serious bodily injury, when a firearm is discharged by law enforcement at or in the direction of a person

As of March 01, 2022, the MSHP MIBRS repository on the Show Me Crime webpage (<a href="www.showmecrime.mo.gov">www.showmecrime.mo.gov</a>) has opened a Use-of-Force Module. Each law enforcement agency may select a contact person responsible for entering Use-Of-Force data. This person may be an MIBRS Representative or other agency personnel.

The following information will assist agencies in the manual web entry and navigation of the Use-Of-Force Module in the <a href="Crime Reporting">Crime Reporting (mo.gov)</a> MSHP MIBRS repository.

# **Reporting Requirements**

Responsibility for submitting Use-Of-Force data falls to the agency that employs the officer(s) who used force, rather than the agency that is investigating the case. (For example, if MSHP investigates Agency X Police Departments officer's use-of-force, but Agency X Police Department will still be responsible for the data submission).

Officer Involved Shooting (OIS) Investigated by MSHP		
Local LEA will:	MSHP will:	
	Enter case in MSHP RMS as primary/lead for	
Submit UOF data to repository	officer-involved shooting investigation	
Enter case involving subject in local RMS		
(include offenses committed by offender)		

OIS Investigated by Originating Agency
Local LEA will:
Submit UOF data to repository
Enter case involving subject in local RMS (include offenses committed by offender)
Enter separate officer-involved shooting case in RMS as primary/lead

#### **Definitions**

#### Peace Officer:

Based on FBI UCR Law Enforcement Officer Assaulted and Killed data collection definition:

All local, county, state, and federal law enforcement officers (such as municipal, county police officers, constables, state police, highway patrol, sheriffs, their deputies, federal law enforcement officers, marshals, special agents, etc.) who are sworn by their respective government authorities to uphold the law and to safeguard the rights, lives, and property of American citizens.

They must have full arrest powers and be members of a public governmental law enforcement agency, paid from government funds set aside specifically for payment to sworn police law enforcement organized for the purposes of keeping order and for preventing and detecting crimes, and apprehending those responsible.

#### **Serious Bodily Injury:**

Based in part on Title 18 US Code Section 2246(4), "Serious Bodily Injury" means bodily injury that involves:

- a substantial risk of death,
- unconsciousness,
- protracted and obvious disfigurement, OR
- protracted loss or impairment of the function of a bodily member, organ, or mental faculty.

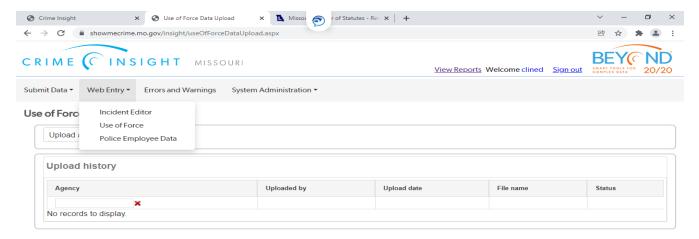
Examples of "Serious Bodily Injury" include, but are not limited to, the following:

- broken/fractured bones
- gunshot wounds (including minor or grazing wounds)
- loss of consciousness (regardless of duration)
- severe lacerations
- internal injury
- life threatening injury
- other serious injury requiring medical intervention or hospitalization

#### Login

Step 1: Log in to the MSHP Crime Insight Repository (<a href="mailto:showmecrime.mo.gov">showmecrime.mo.gov</a>)

Step 2: Select 'Web Entry' and the dropdown 'Use of Force'



The following screen will appear.



Step 3: Select Report Type - Incident Report vs. Zero Report

- If your agency **did not** have any qualifying UoF Incidents\_to report in a month;
  - Select 'Zero Report'
  - o Select Month & Year
  - Select 'Add'
- If your agency has a Use-Of-Force incident to report, follow the remaining instructions

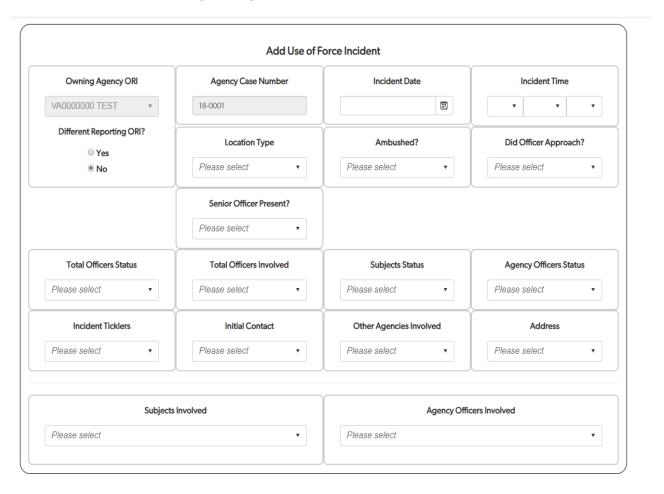
Step 4: Enter Agency ORI

Step 5: Enter Case/Incident Number

#### Step 6: Select appropriate action.

- Select 'Add' to enter a new Use of Force incident
- Select 'Delete' to remove a previously submitted incident.
- Select 'Edit' to update a previously submitted incident

Enter the information below using the dropdown selections



#### **Incident Details**

#### Owning Agency ORI (Data Element I1)

Incident owning agency Originating Agency Identifier. The value is an alphanumeric ORI of nine (9) characters in length.

#### Different Reporting ORI (Data Element I4)

Indicate the ORI for the agency reporting the Use-of-Force incident to the FBI.

\*\*This data element is not used as the reporting of incident for an agency by another agency is not allowed.

#### Agency Case Number (Data Element I2)

Indicate the agency's case number for the Use-of-Force incident.

#### Incident Date (Data Element I3)

Indicate the date the Use-of-Force incident occurred.

#### Incident Time (Data Element I5 & I6)

Indicate the hour and minute of time reflecting the best estimate of when the interaction between law enforcement and the subject occurred.

#### Location Type (Data Element I7)

Indicate the type of location/premises where the Use-of-Force incident took place.

Location Values	Location Values
Air/Bus/Train Terminal (1)	Abandoned/Condemned Structure (37)
Bank/Savings and Loan (2)	Amusement Park (38)
Bar/Nightclub (3)	Arena/Stadium/Fairgrounds/Coliseum (39)
Church/Synagogue/Temple/Mosque (4)	ATM (Automated Teller Machine) Separate from
Commercial/Office Building (5)	Bank (40) Auto Dealership New/Used (41)
Construction Site (6)	
Convenience Store (7)	Camp/Campground (42)
Department/Discount Store (8)	Daycare Facility (44)
Drug Store/Doctor's Office/Hospital (9)	Dock/Wharf/Freight/Modal Terminal (45)
Field/Woods (10)	Farm Facility (46)
Government/Public Building (11)	Gambling Facility/Casino/Race Track (47)
Grocery/Supermarket (12)	Industrial Site (48)
Highway/Road/Alley/Street/Sidewalk (13)	Military Installation (49)
Hotel/Motel/Etc. (14)	Park/Playground (50)
Jail/Prison/Penitentiary/Corrections Facility (15)	Rest Area (51)
Lake/Waterway/Beach (16)	School-College/University (52)
Liquor Store (17)	School-Elementary/Secondary (53)
Parking/Drop Lot/Garage (18)	Shelter-Mission/Homeless (54)
	Shopping Mall (55)
Rental Storage Facility (19)	Tribal Lands (56)
Residence/Home (20)	Community Center (57)
Restaurant (21)	Other
Service/Gas Station (23)	Pending further investigation
Specialty Store (24)	Unknown and is unlikely to ever be known
Abandoned/Condemned Structure (37)	official and is difficily to ever be known

#### Ambush (Data Element I12)

Indicate if the incident involved an ambush of a law enforcement official. An ambush is defined as the act of attacking a person unexpectedly from a concealed station.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### Officer Approach (Data Element I13)

Indicate if the law enforcement official approached the subject.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### Senior Officer Present (Data Element 14)

Indicate if a supervisor or senior officer acting in a similar capacity was present or consulted prior to when force was used during the incident. **Does not include an officer who has more experience and not in a supervisory role.** 

YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### Total Officers Status (Data Element I28)

Indicate if the number of officers that <u>applied force</u> from <u>all responding agencies</u> is known, unknown, or pending investigation.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
KNOWN	Known

#### Total Officers Involved (Data Element 19)

Indicate the total number of officers from <u>all responding agencies</u> who used force during the incident. Data value is a numeric with a minimum value of one.

#### Subject Status (Data Element I29)

Indicate if the number of subjects against whom force was applied is known, unknown, or pending investigation.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
KNOWN	Known

#### Agency Officers Status (Data Element I30)

Indicate if the number of officers <u>from your agency who actually applied force</u> during the incident is known, unknown, or pending investigation.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
KNOWN	Known

#### Incident Tickler (Type) (Data Element I32)

Indicate if the incident resulted in the following:

- Death
- Serious bodily injury due to law enforcement use-of-force
  - The definition of serious bodily injury will be based, in part, upon Title 18, United States Code, Section 2246 (4). The term "serious bodily injury" means "bodily injury that involves a substantial risk of death, unconsciousness, protracted and obvious disfigurement, or protracted loss or impairment of the function of a bodily member, organ, or mental faculty."
- Discharge of a firearm by a law enforcement officer at or in the direction of a person

#### Initial Contact (Data Element 18)

Indicate the reason behind the initial contact between the Law Enforcement Officer and the subject.

Contact Type	Contact Type Description
COURT_ORDER	Service of a court order
CRIMINAL_SUSPICIOUS_ACTIVITY*	Response to unlawful or suspicious activity*
DEMONSTRATION	Mass Demonstration
FOLLOWUP	Follow up investigation
MEDICAL	Medical, mental health, or welfare assistance
OTHER	Other
PENDING	Pending further investigation
ROUTINE_PATROL	Routine patrol other than traffic stop
TRAFFIC_STOP	Traffic Stop
UNKNOWN	Unknown and is unlikely to ever be known
WARRANT	Warrant Service

<sup>\*</sup>If initial contact is based on 'criminal suspicious activity' the following fields will appear.



#### Number of Offenses (Data Elements 15 to 17)

Indicate the number of offenses committed that led to initial contact.

#### Offense 1, Offense 2, Offense 3 (Data Elements 15 - 17)

If the use-of-force was in response to report or observation of "unlawful or suspicious activity", indicate the most serious observed offense(s) committed by the subject(s) prior to or at the time of the incident. **Up to 3 offenses may be listed.** The available offenses are listed on the following page. Then, enter the NIBRS Incident Number associated with these offenses.

GROUP A OFFENSE	CODE
Murder & Nonnegligent	09A
Manslaughter	UJA
Negligent Manslaughter	09B
Justifiable Homicide	09C
Aggravated Assault	13A
Simple Assault	13B
Intimidation	13C
Human Trafficking, Commercial Sex Acts	64A
Human Trafficking, Involuntary Servitude	64B
Kidnapping/Abduction	100
Rape	11A
Sodomy	11B
Sexual Assault With An Object	11C
Fondling	11D
Incest	36A
Statutory Rape	36B
Arson	200
Bribery	510
Burglary/Breaking & Entering	220
Counterfeiting/Forgery	250
Destruction/Damage/Vandalism of Property	290
Embezzlement	270
Extortion/Blackmail	210
False Pretenses/Swindle	26A
Credit Card/Automated Teller Machine Fraud	26B
Impersonation	26C
Welfare Fraud	26D

GROUP A OFFENSE	CODE
Wire Fraud	26E
Identity Theft	26F
Hacking/Computer Invasion	26G
Pocket-picking	23A
Purse-snatching	23B
Shoplifting	23C
Theft from Building	23D
Theft from Coin-Operated Machine or Device	23E
Theft from Motor Vehicle	23F
Theft of Motor Vehicle Parts or Accessories	23G
All Other Larceny	23H
Motor Vehicle Theft	240
Robbery	120
Stolen Property Offenses	280
Drug/Narcotics Violations	35A
Drug Equipment Violations	35B
Betting/Wagering	39A
Operating/Promoting/Assisting Gambling	39B
Gambling Equipment Violations	39C
Sports Tampering	39D
Pornography/Obscene Material	370
Prostitution	40A
Assisting or Promoting Prostitution	40B
Purchasing Prostitution	40C
Weapons Law Violations	520
Animal Cruelty	720

GROUP B OFFENSE	CODE
Bad Checks	90A
Curfew/Loitering	90B
Disorderly Conduct	90C
DUI	90D
Drunkenness (DIP)	90E

GROUP B OFFENSE	CODE
Family Offenses, Nonviolent	90F
Liquor Law Violations	90G
Peeping Tom	90H
Trespass of Real Property	90J
All Other Offenses	90Z

For definitions of each code, please view the FBI User Manual V2021.1 located on the Crime Insight home page, MIBRS Reporting Resources tab.

https://showmecrime.mo.gov/CrimeReporting/CrimeReporting.html

#### Other Agencies Involved (Data Element I10)

Indicate number of other agencies involved <u>whose officer(s)</u> applied force during the incident. Select '0' if there were no other agencies involved whose officer(s) applied force.



#### Address (Data Elements I18-I21)

Indicate if the address of the incident is known, unknown or pending.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
KNOWN	Known

If the address of the incident is known, indicate the exact address (street, city, state, zip) or coordinates.

#### Subjects Involved (Data Element I33)

Indicate number of subjects involved in the incident. <u>Include only those against whom force was applied.</u>

#### Agency Officers Involved (Data Element I30)

Indicate number of officers from your agency who actually applied force in the incident.

#### **Subject Details**

Upon selecting the number of subjects involved, the following fields will appear. Please respond to each field for each subject against whom force was applied.



#### Subject Age (Data Element S4)

Indicate age of subject.

#### Subject Height (Feet & Inches) (Data Elements S8 & S9)

Indicate subject's height in feet and inches.

#### Subject Weight (Data Element 14)

Indicate subject's weight in pounds.

# Subject Race/Ethnicity (Data Element S2)

Indicate subject's race or ethnicity.

Value	Description
Н	Hispanic or Latino
A	Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
В	Black or African-American: A person having origins in any of the black racial groups of Africa.
I	American Indian or Alaskan Native: A person having origins in any of the original peoples of the Americas and maintaining cultural identification through tribal affiliations or community recognition.
P	Native Hawaiian or Other Pacific Islander: A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. The term "Native Hawaiian" does not include individuals who are native to the State of Hawaii by virtue of being born there. However, the following Pacific Islander groups are included: Carolinian, Fijian, Kosraean, Melanesian, Micronesian, Northern Mariana Islander, Palauan, Papua New Guinean, Ponapean (Pohnpelan), Polynesian, Solomon Islander, Tahitian, Tarawa Islander, Tokelauan, Tongan, Trukese (Chuukese), and Yapese.
W	White: A person having origins in any of the original peoples of Europe, North Africa, or Middle East.
PENDING	Pending further investigation
UNKNOWN	Unknown/Not Reported

# Subject Gender/Sex (Data Element S3)

Indicate subject's gender.

Value	Description
F	Female
M	Male
PENDING	Pending Further Investigation
UNKNOWN	Unknown/Not Reported

#### Impairment (Data Element S18)

Indicate if the Law Enforcement Officer felt the subject had an apparent or known impairment in mental or physical condition.

Value	Description
YES*	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

<sup>\*</sup>If YES; indicate impairment.

Impairment:	Yes	•
Impairment Type:	Please select	•

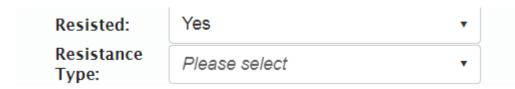
Impairment Type	Description
ALCOHOL	Alcohol impairment
DRUGS	Drug Impairment
MENTAL	Mental health condition
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

# Resisted (Data Element 20)

Indicate if the subject resisted during the incident.

Value	Description
YES*	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

<sup>\*</sup>If YES; indicate resistance.



Resistance Type	Description
BARRICADE	Barricading self
ESCAPE_FLEE	Attempt to escape/flee from custody
FIREARM	Using a firearm against an officer or another
PHYSICAL	Using hands/fists/feet against an officer or another
DISPLAY_WEAPON	Displaying a weapon at an officer or another
BODY_FLUIDS	Intentionally spitting or bleeding on an officer
THROWING	Throwing an article or object at an officer
NONCOMPLIANCE	Failing to comply to verbal commands or other
	types of passive resistance
OTHER_WEAPON	Using another weapon (such as chemical agent,
	edged weapons, electronic control weapon, or blunt
	object) against an officer or another
PENDING	Pending further investigation
RESISTED	Resisted being handcuffed or arrested
UNKNOWN	Unknown and is unlikely to ever be known
VERBAL	Making verbal threats
VEHICLE	Directing a vehicle at an officer or another

#### Threatened (Data Element 22)

Indicate to whom the subject's threat was directed as perceived by the officer.

Threat Directed At?	Description
ANOTHER	Another party
ВОТН	Both the officer and others
OFFICER	Officer
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### Armed (Data Element 23)

Indicate if the law enforcement official felt the subject was armed during the incident with a weapon (other than hands, fists, and feet).

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

## Force Applied (Data Element 24)

Indicate if the force applied by the officer(s) of the incident is known, unknown or pending.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
KNOWN	Known

If force applied is 'known,' indicate the type of force used by the officer(s) on the subject during the incident. Multiple values can be provided within the data element.



Force Type	Description
BATON	Baton
BLUNT_OBJECT	Blunt instrument/Flashlight
CANINE	Canine
CHEMICAL	Chemical agent/Pepper or OC (oleoresin capsicum) spray
ELECTRONIC	Electronic control weapon (Taser®)
EXPLOSIVE	Explosive device
FIREARM	Firearm
OTHER	Other
PENDING	Pending further investigation
PHYSICAL	Hands-fists-feet
PROJECTILE	Impact projectile
UNKNOWN	Unknown and is unlikely to ever be known

# Injury Type (Data Element 25)

Indicate if the subject injury type is known, unknown, or pending investigation.

Value	Description
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known
NONE	No injury
OTHER*	Other (Specify)

<sup>\*</sup>If Other; indicate type of injury.

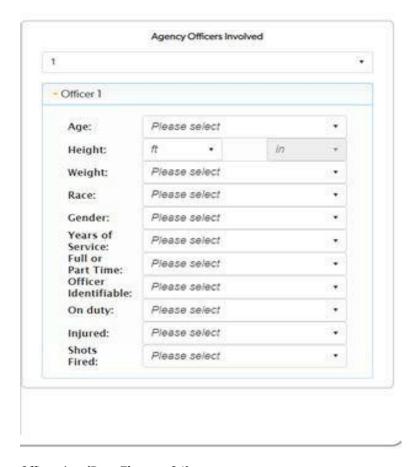


Indicate the type of injuries sustained by the subject. Multiple values can be provided within the data element.

Injury Type	Description
DEATH	Death
GUNSHOT	Gunshot Wound (including minor or grazing wounds)
NONE	None
OTHER_SERIOUS_INJURY	Serious injury requiring medical intervention or hospitalization
PENDING	Pending further investigation
UNCONSCIOUSNESS	Unconsciousness (regardless of duration)
UNKNOWN	Unknown and is unlikely to ever be known

#### **Officer Details**

Upon selecting the number of officers that used force in the incident, the following fields will appear. Please respond to each field per officer that applied force.



#### Officer Age (Data Element 04)

Indicate age of officer.

## Officer Height (Feet & Inches) (Data Elements 06 & 07)

Indicate officer's height in feet and inches.

#### Officer Weight (Data Element 09)

Indicate officer's weight in pounds.

#### Officer Race/Ethnicity (Data Element 02)

Indicate officer's race or ethnicity.

Value	Description	
Н	Hispanic or Latino	
A	Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.	
В	Black or African-American: A person having origins in any of the black racial groups of Africa.	
I	American Indian or Alaskan Native: A person having origins in any of the original peoples of the Americas and maintaining cultural identification through tribal affiliations or community recognition.	
P	Native Hawaiian or Other Pacific Islander: A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. The term "Native Hawaiian" does not include individuals who are native to the State of Hawaii by virtue of being born there. However, the following Pacific Islander groups are included: Carolinian, Fijian, Kosraean, Melanesian, Micronesian, Northern Mariana Islander, Palauan, Papua New Guinean, Ponapean (Pohnpelan), Polynesian, Solomon Islander, Tahitian, Tarawa Islander, Tokelauan, Tongan, Trukese (Chuukese), and Yapese.	
W	White: A person having origins in any of the original peoples of Europe, North Africa, or Middle East.	
PENDING	Pending further investigation	
UNKNOWN	Unknown/Not Reported	

#### Officer Gender/Sex (Data Element 03)

Indicate officer's gender.

Value	Description	
F	Female	
M	Male	
PENDING	Pending Further Investigation	
UNKNOWN	Unknown/Not Reported	

#### Officer Years of Service (Data Element 011)

Indicate the years of service the officer has as a law enforcement officer.

#### Full Time (Data Element 013)

Indicate if officer is employed full or part time. Full time is defined as 160 hours or more per month.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### Identifiable (Data Element 014)

Indicate if the officer was readily identifiable as an officer during the incident.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

#### On Duty (Data Element 015)

Indicate if the officer was on duty at time of incident.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

# Injury Type (Data Element 016)

Indicate if the officer was injured (serious or minor) during the incident.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

Injuries incurred by officer during the incident. Multiple values can be provided.

Injury Type	Description
APPARENT_MINOR_INJURY	Other apparent Minor Injuries
DEATH	Death
GUNSHOT	Gunshot Wound (including minor or grazing wounds)
OTHER_SERIOUS_INJURY	Serious injury requiring medical intervention or
	hospitalization
PENDING	Pending further investigation
UNCONSCIOUSNESS	Unconsciousness
UNKNOWN	Unknown and is unlikely to ever be known

# Shots Fired (Data Element 020)

Indicate whether the law enforcement officer discharged a firearm during the incident.

Value	Description
YES	Yes
NO	No
PENDING	Pending further investigation
UNKNOWN	Unknown and is unlikely to ever be known

# For those using RMS generated file.

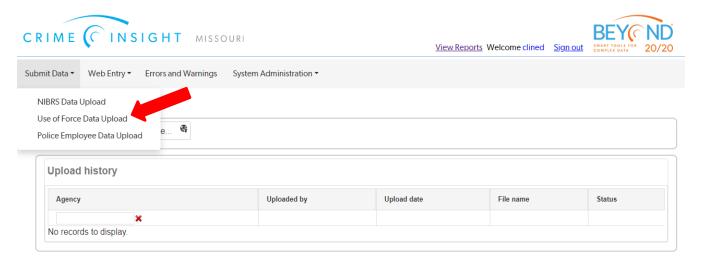
To submit data generated by the RMS, go to Show Me Crime web site.



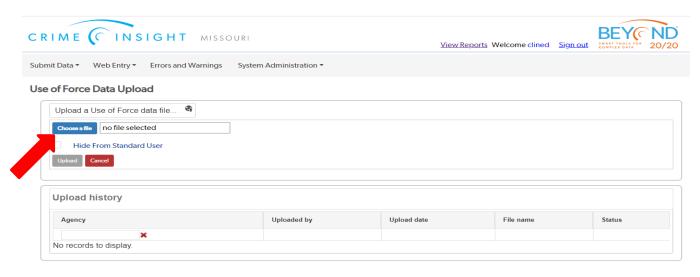
Then click on 'MIBRS/UoF Data Submission.'



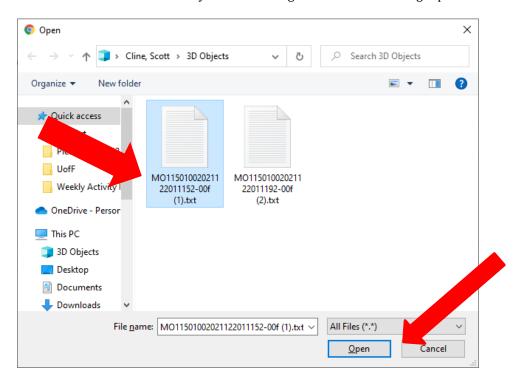
#### Then select 'Use of Force Data Upload.'



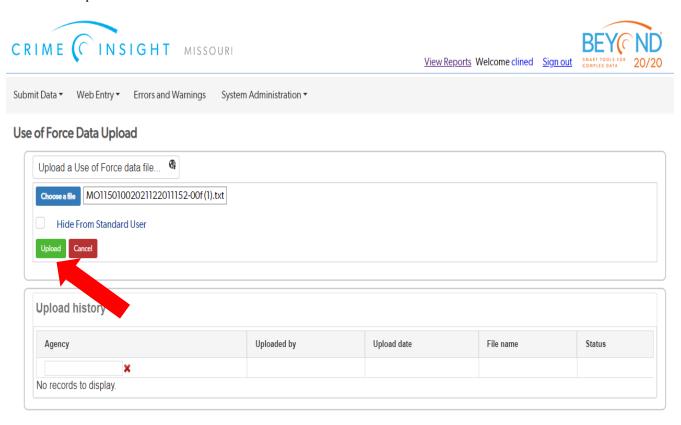
#### Then select 'Choose File.'



Find the file and select. Either by double clicking on the file or selecting 'Open.'



#### Then select 'Upload.'



#### **Submission and Error Correction**

After entering all pertinent information, select 'SUBMIT.' At this point the information will be transferred to MSHP Use of Force repository.



To check the status of the submitted incident, look in the 'Status' column. (For both direct entry or file submission.)



The system will return if the file was 'Completed' or 'Completed with XX errors.'

The errors are listed; to open the incident for correction, click on the incident number.

Errors:	The following 5 errors were found in the file						
	Agency	Date of report / Incident number	Line number	Error code	<u>Туре</u>	Description	
	Accomack County Sheriff's Office	1234	1	105.1	<b>⊗</b> error	incident_time_hours must be provided	

Each error will show in a red bold font at the top of the screen.



Based on the error, correct the incorrect information and select submit to resubmit the incident.

This process can be done repeatedly until the status reflects 'Completed.'